

3 - TIER SYSTEM

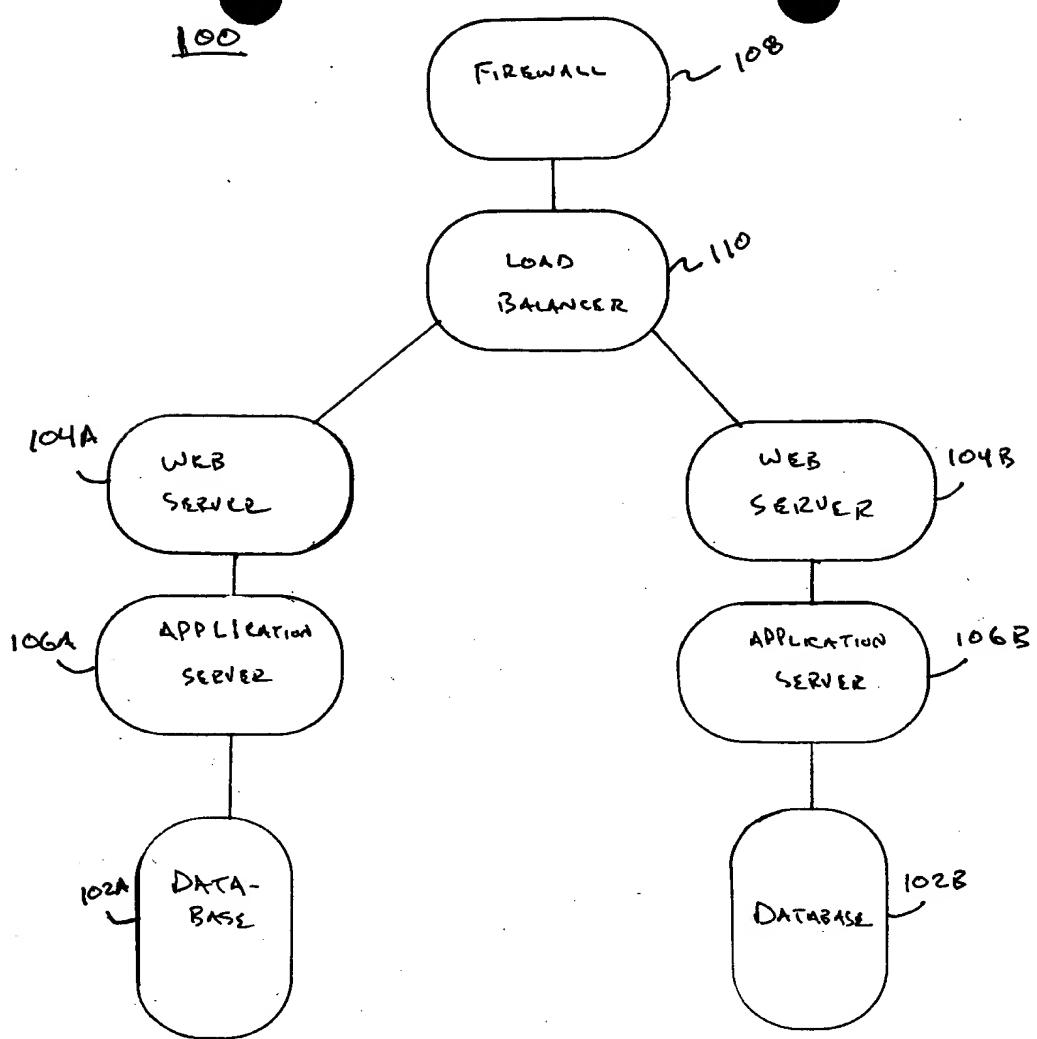


FIGURE 1

INDEX TO SPECIFICATIONS

200

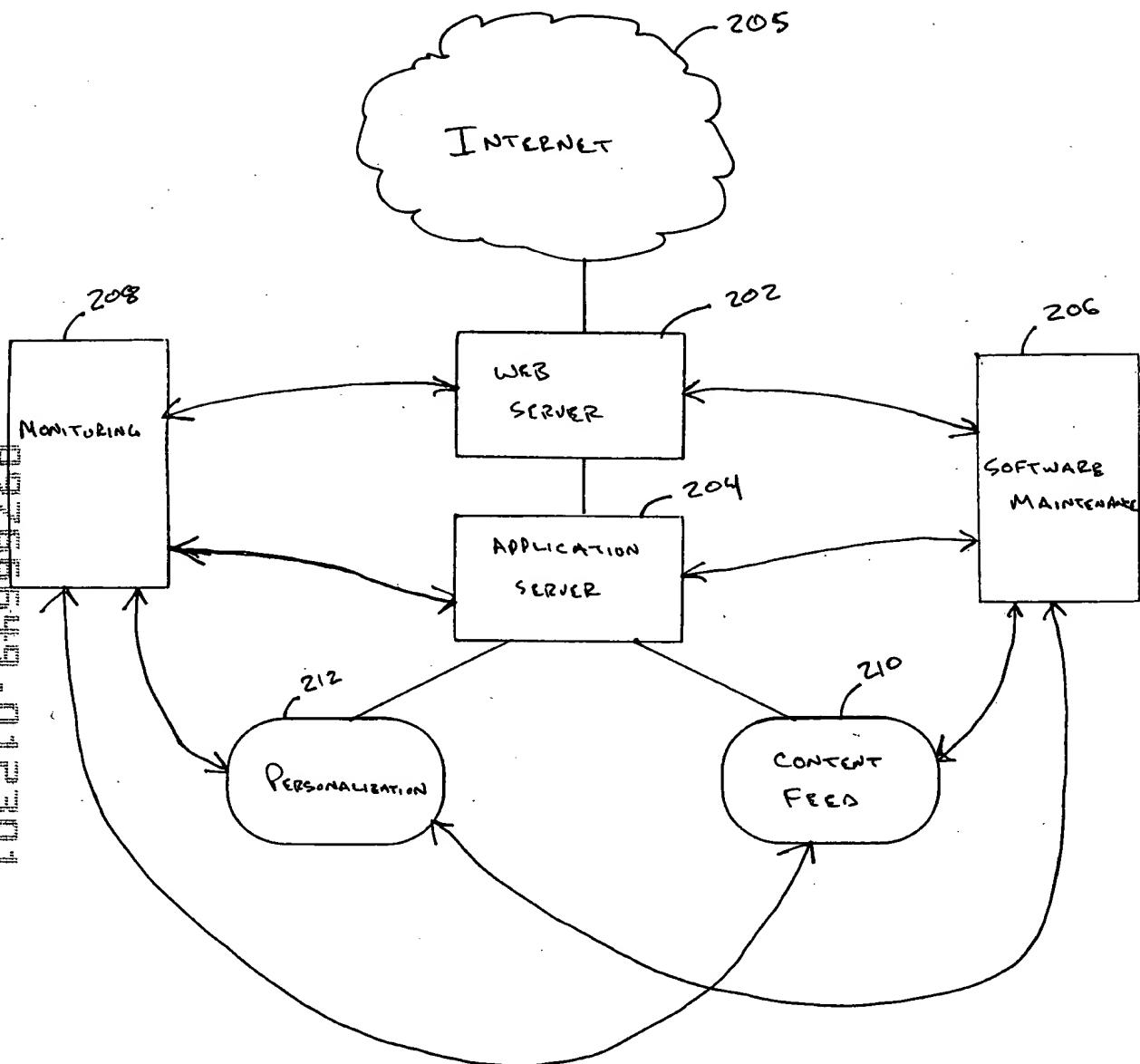


FIGURE 2

300

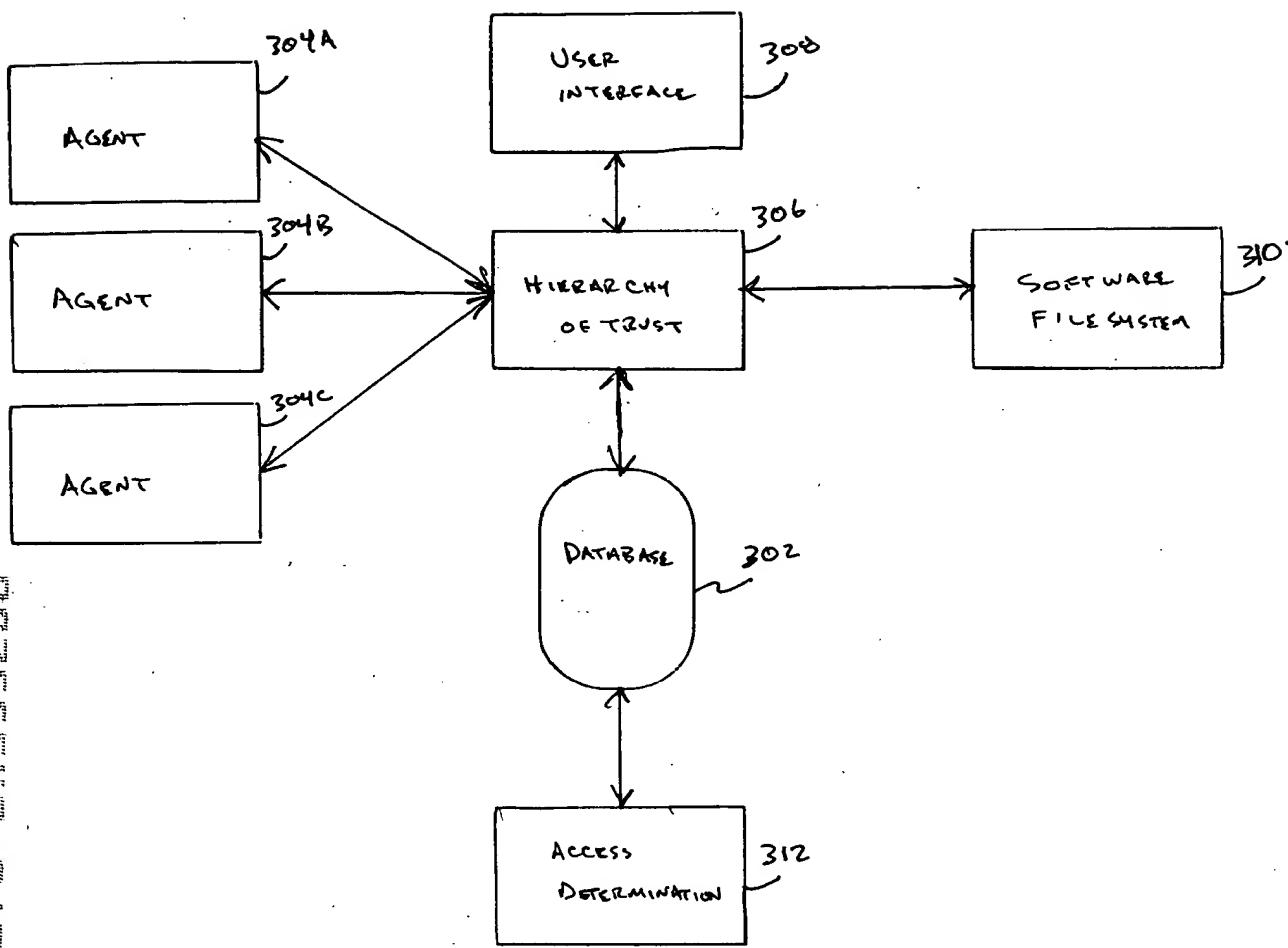


FIGURE 3

09766549 - 012301

CUSTOMER ROLE PACK

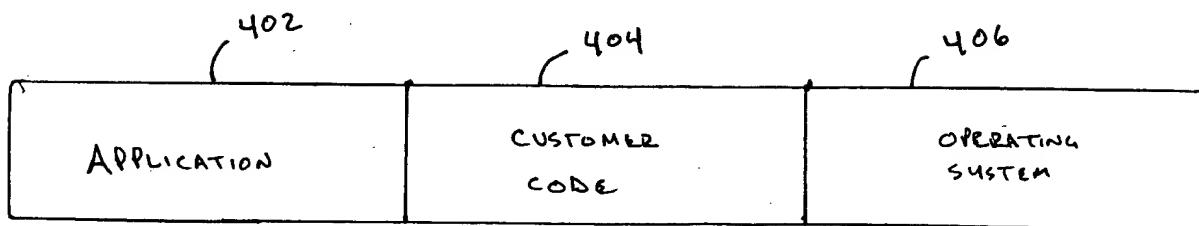


FIGURE 4

ROLE-CENTRIC MODEL

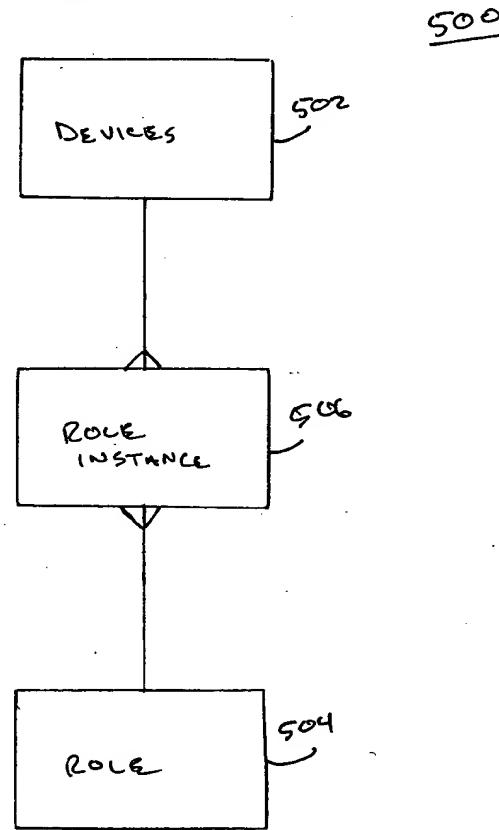


FIGURE 5

SERVICE-CENTRIC MODEL

600

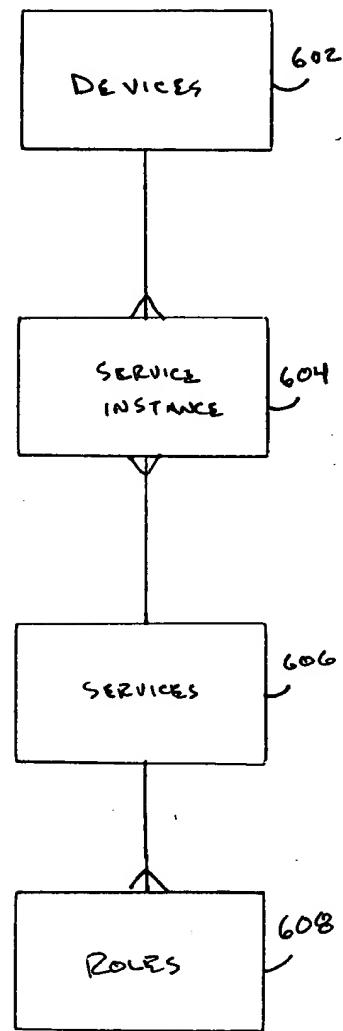


FIGURE 6

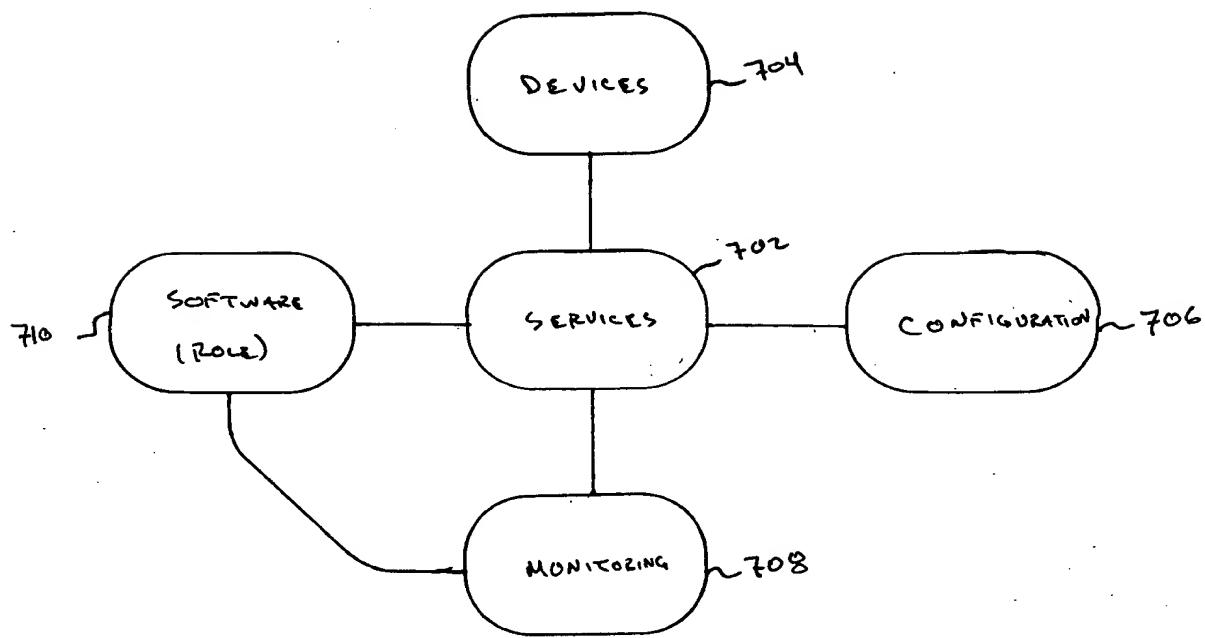


FIGURE 7

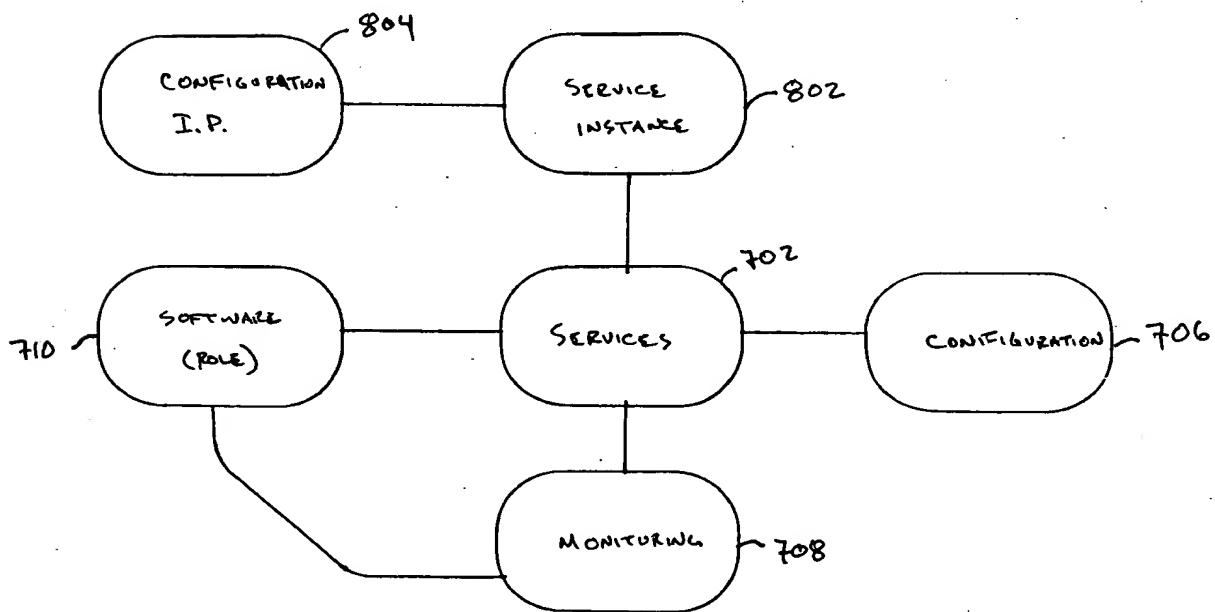


FIGURE 8

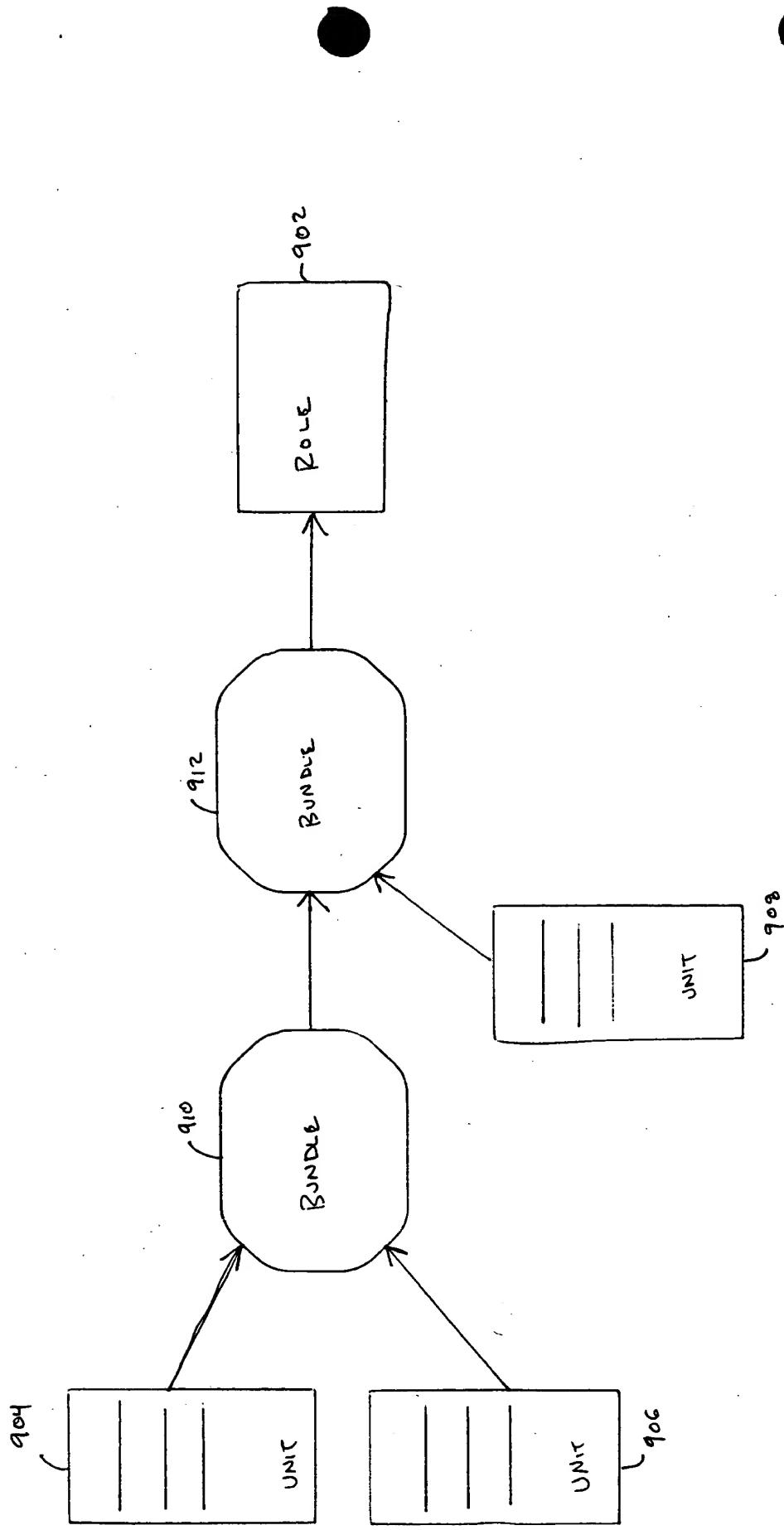


FIGURE 9

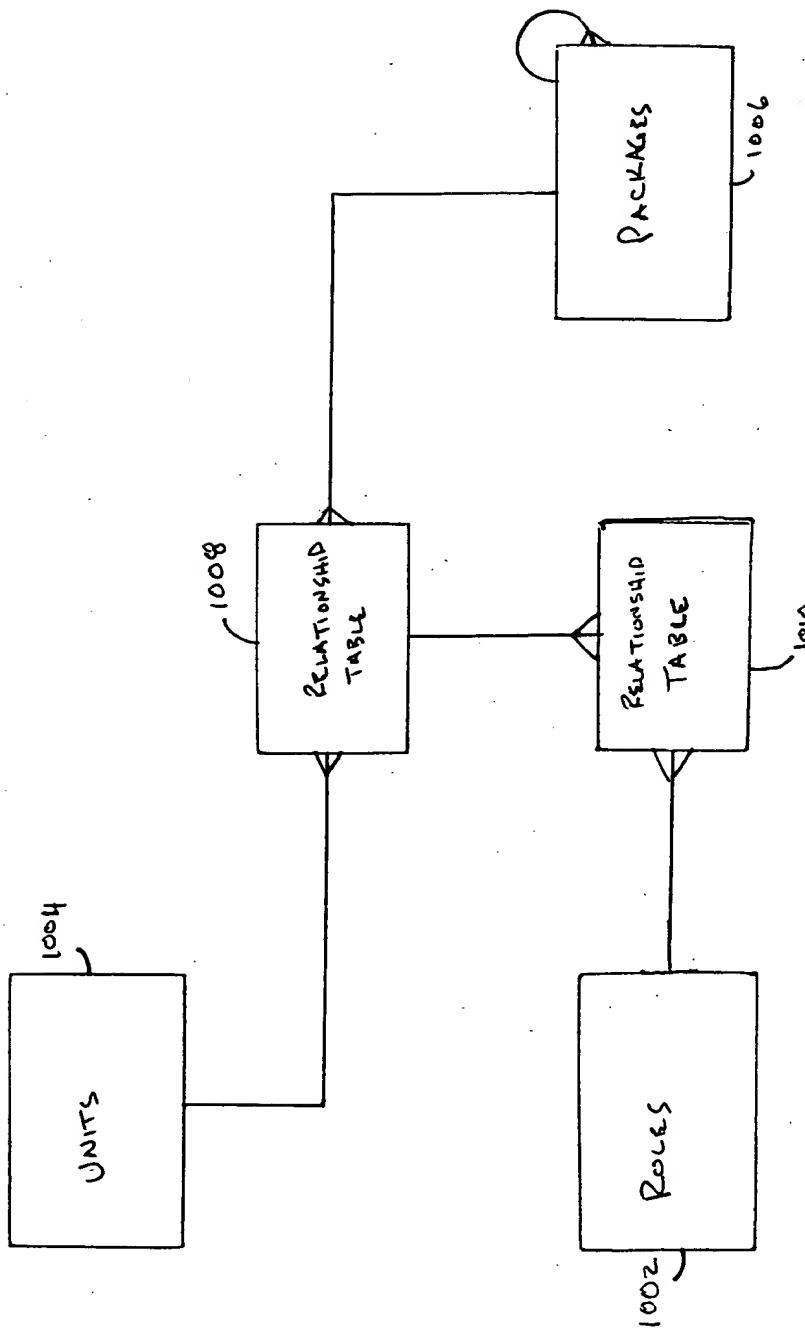


FIGURE 10

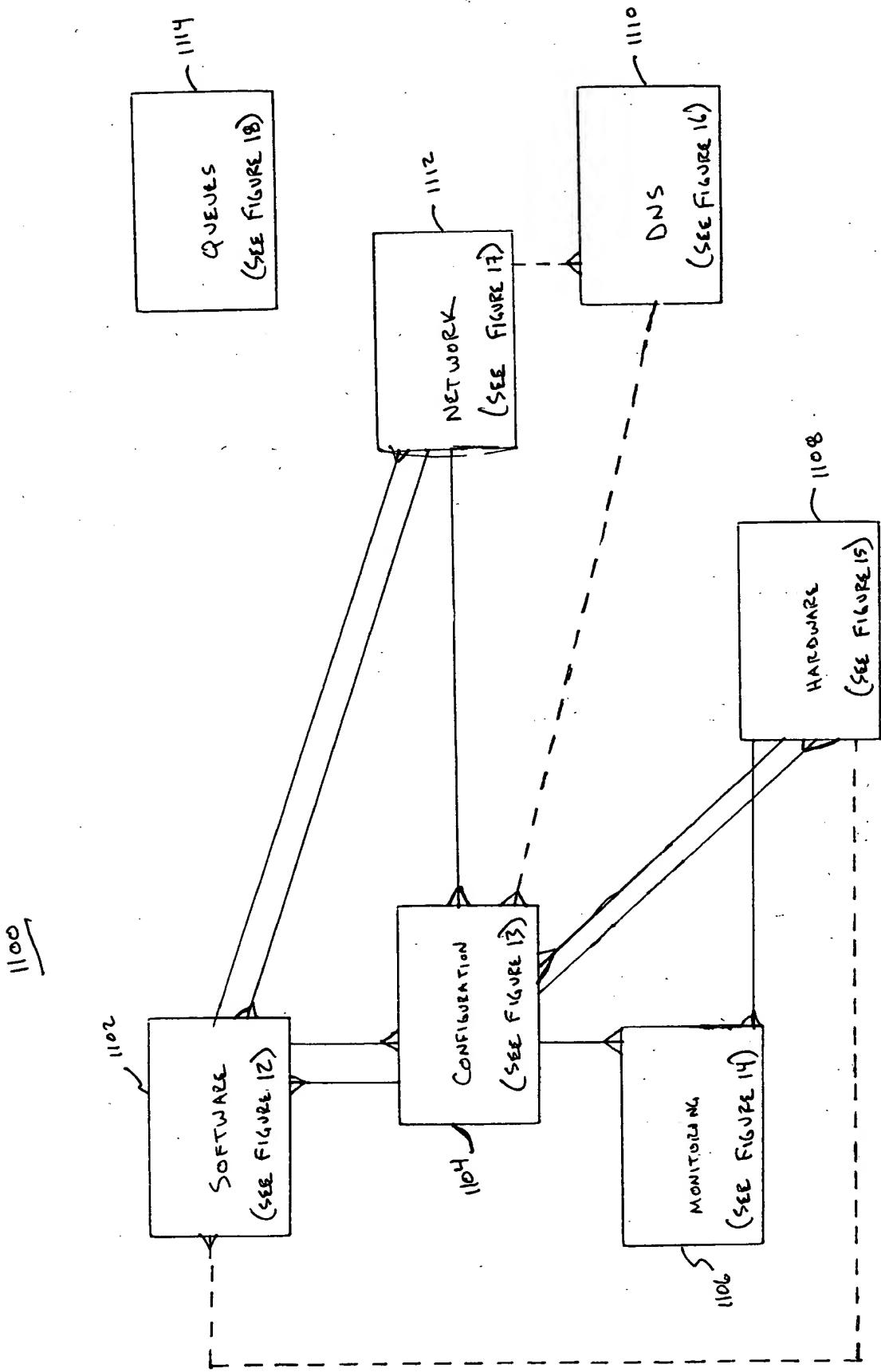


FIGURE 11

SOFTWARE 1102
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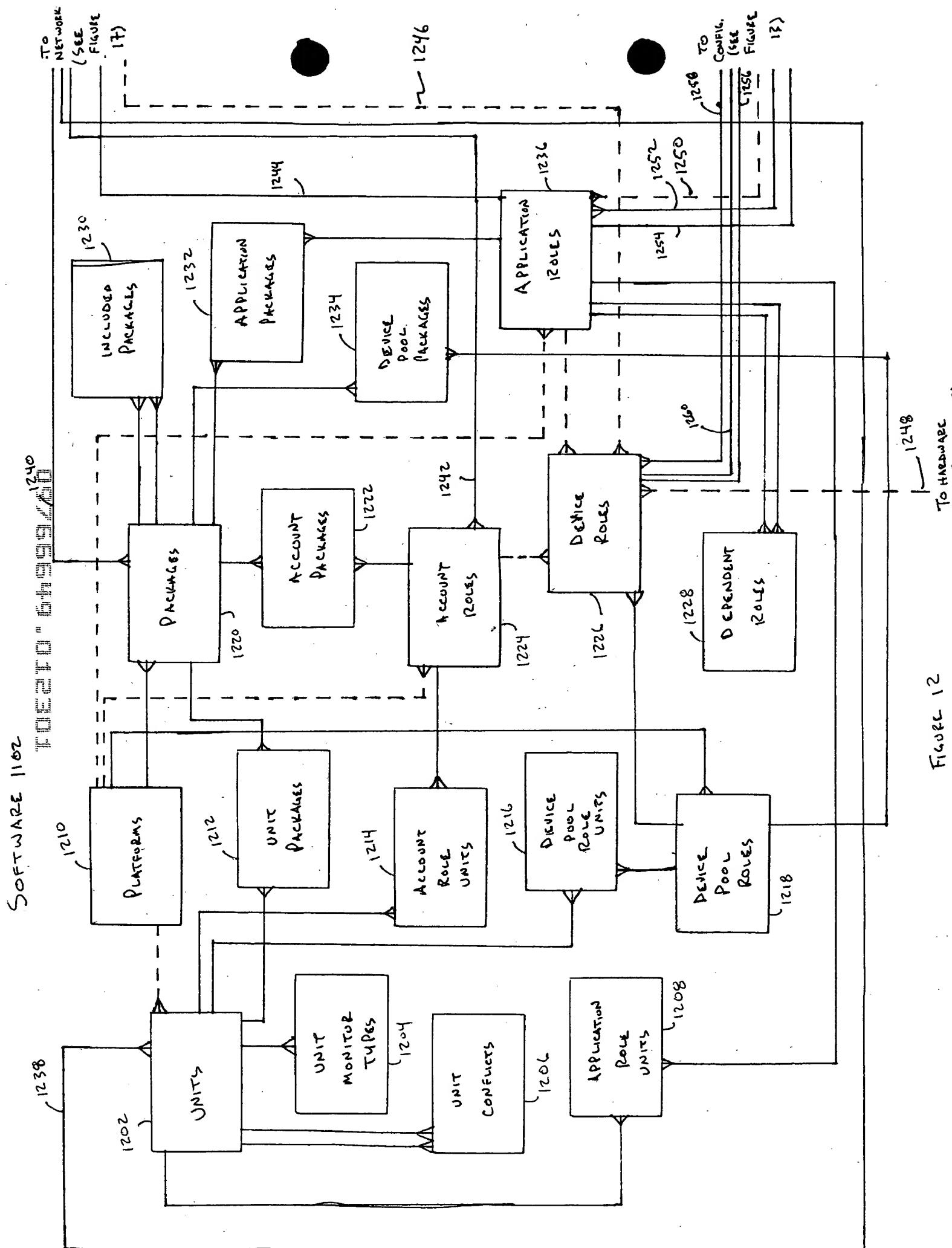


Figure 12
(SEE FIGURE 15)

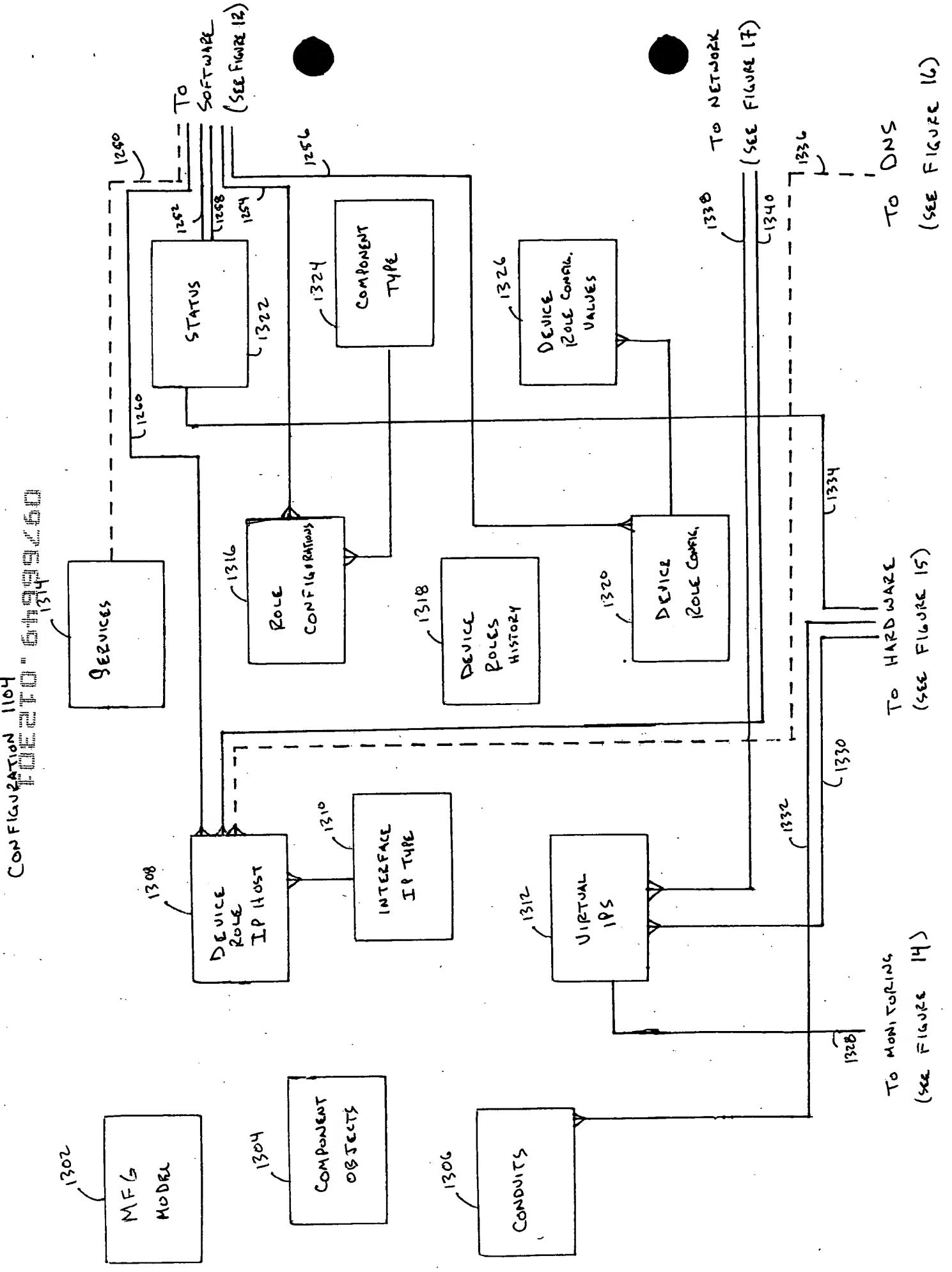


Figure 13

MONITORING 1106
1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116

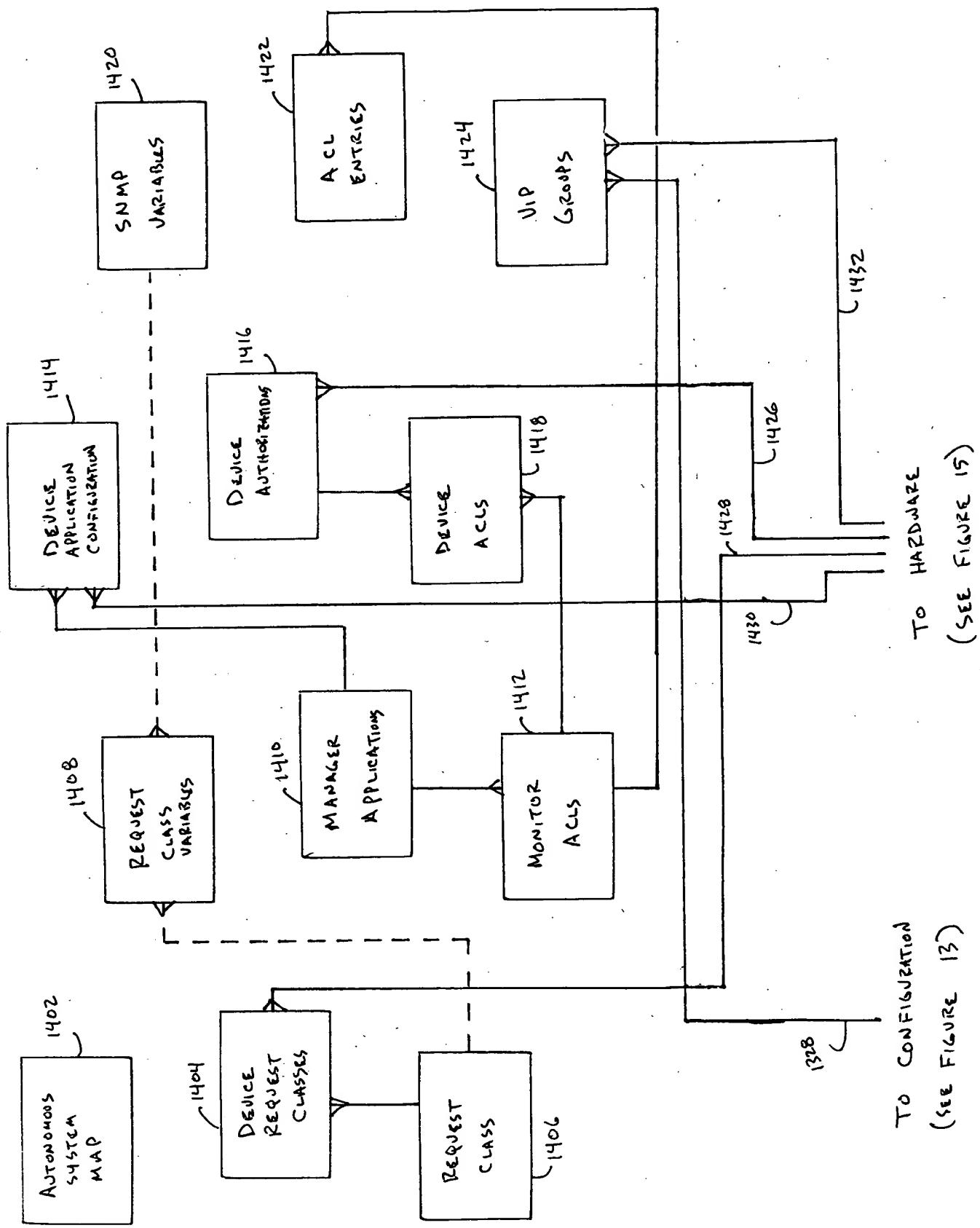
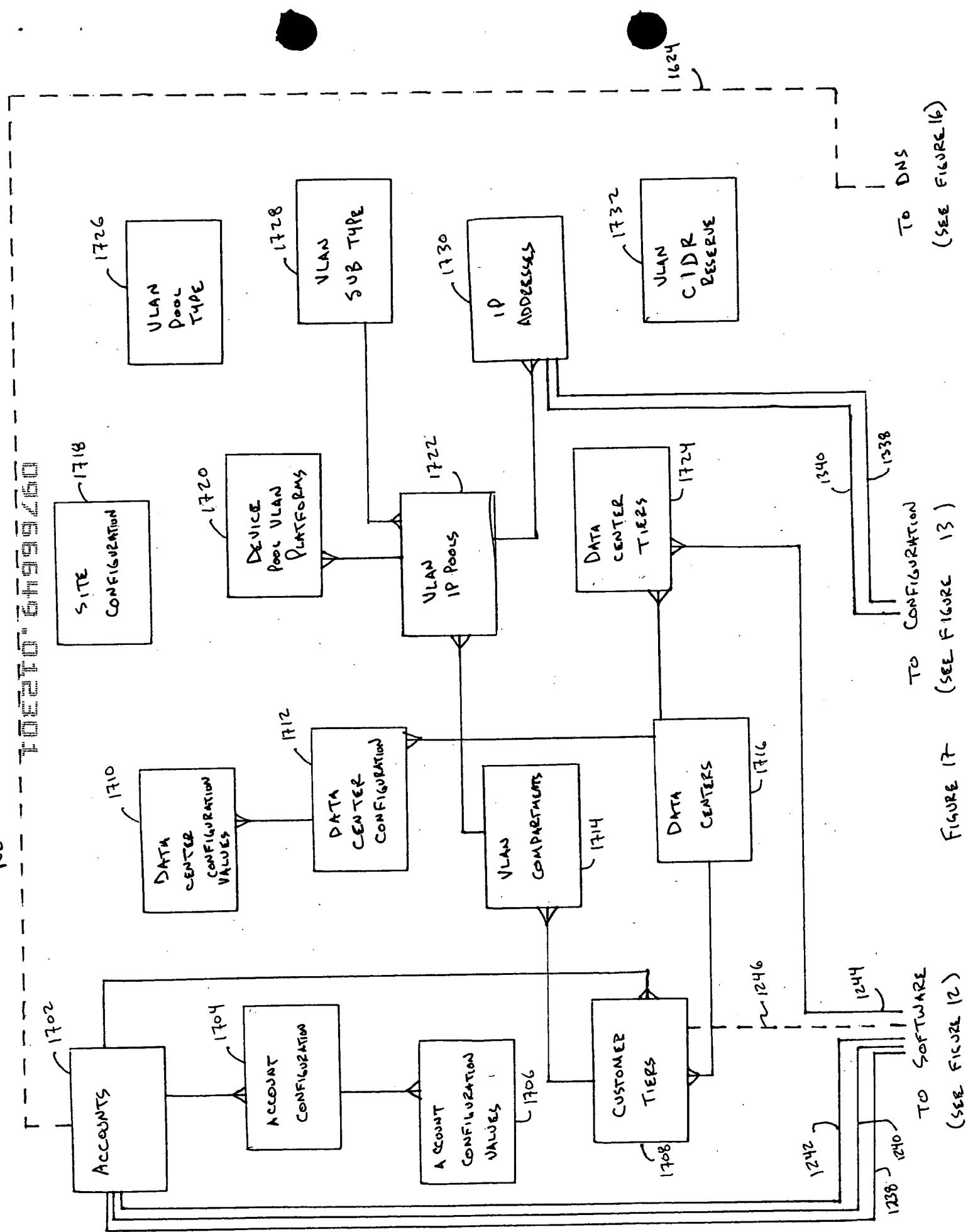


FIGURE 14



QUEUES 1114

PROCESSED 012300

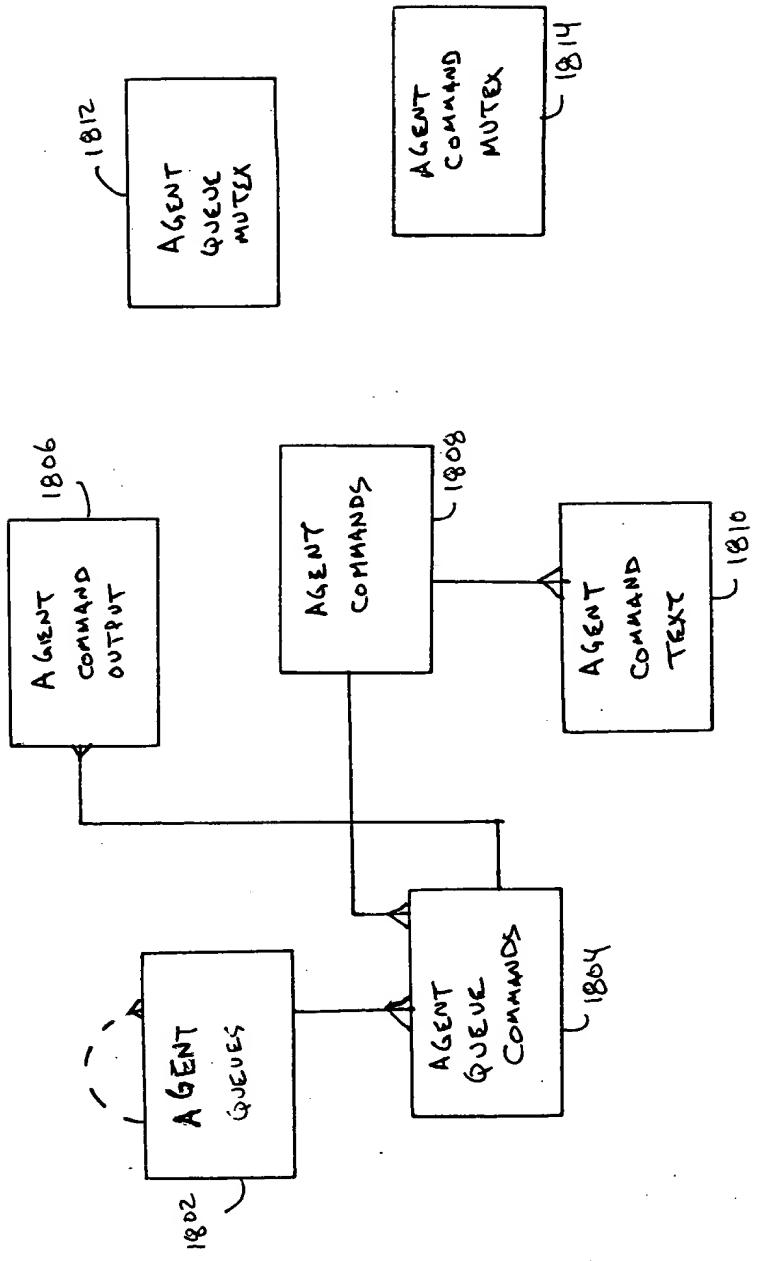


FIGURE 18

Hardware Components

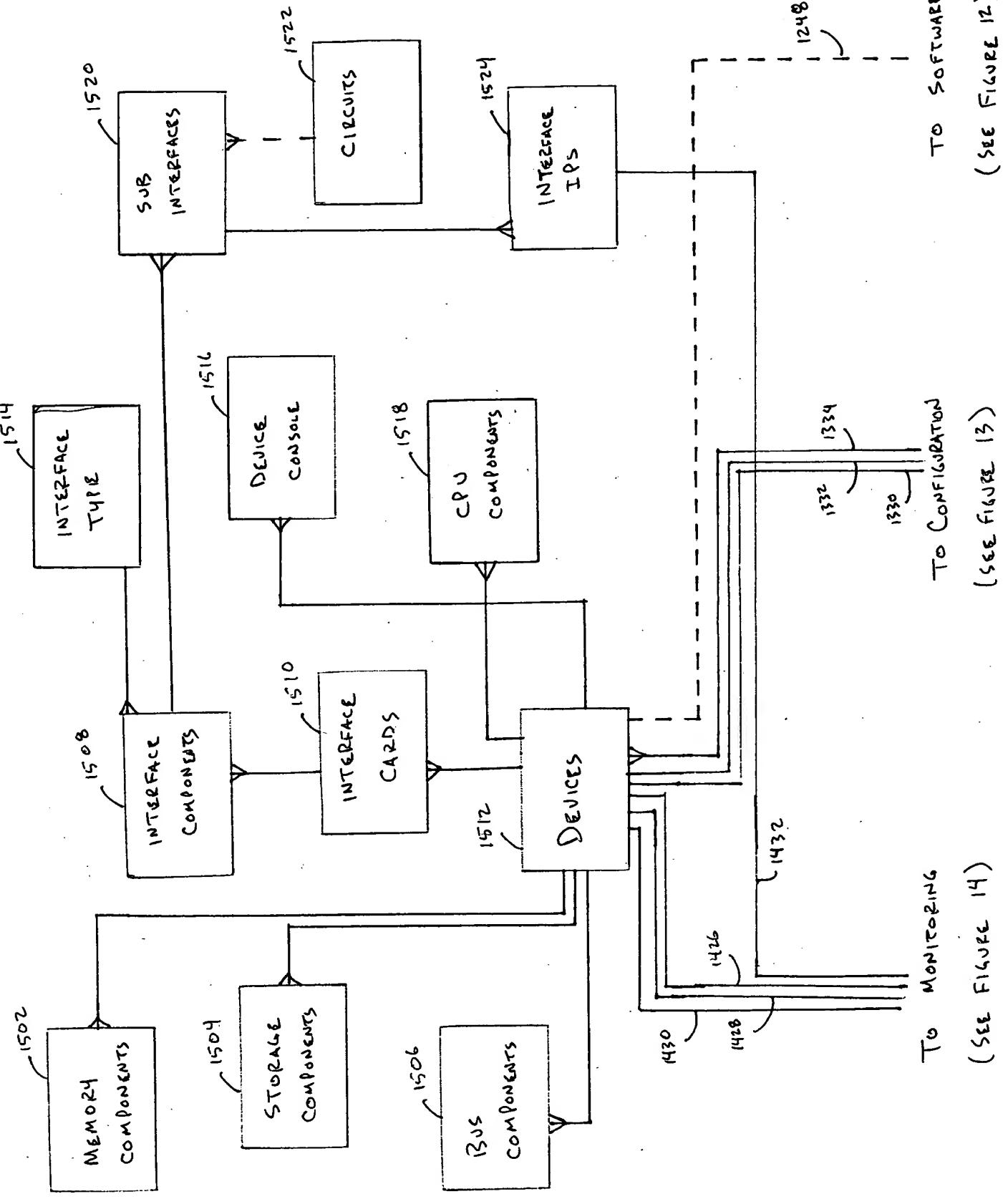


Figure 15

DNS 110 • 64-99-60

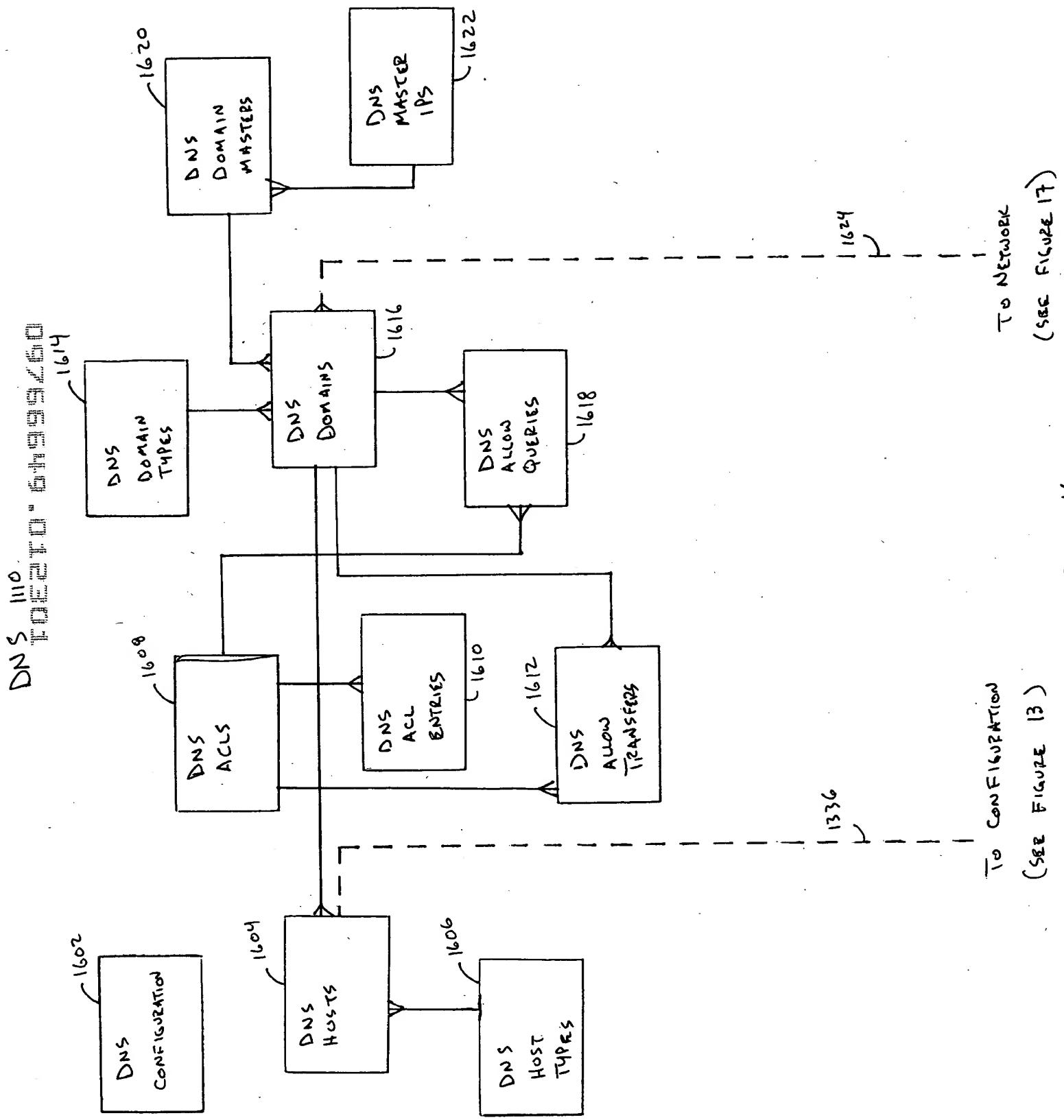


FIGURE 16